

Key Contact Center BPO services provided by PTS include:

- Inbound Customer Support:**
Handling customer inquiries, complaints, and support requests.
- Outbound Customer Engagement:**
Proactive outreach for sales, promotions, and market research activities.
- Technical Support:**
Providing technical assistance and troubleshooting for products or services.
- Sales and Order Management:**
Assisting customers with product inquiries, recommendations, and purchase processes.

Seamless Customer Support

PTS brings a wealth of expertise and experience in providing top-notch contact center BPO services. Our team comprises seasoned professionals who possess in-depth knowledge of contact center operations and industry best practices.

Key highlights of our expertise and experience include:

- 10 years of experience in the contact center BPO industry.
- Proven success in partnering with diverse clients across various industries.
- A team of highly skilled professionals with deep domain knowledge.
- Notable achievements, industry recognitions, and client testimonials.

Advanced Contact Center Technology:

Utilize industry-leading contact center platforms to streamline operations, enhance agent productivity, and improve customer experiences.

Our technology stack includes features such as:

- Omnichannel Support:**
Seamlessly engage with customers across multiple channels, including phone, email, chat, social media, and more.
- Interactive Voice Response (IVR):**
Provide self-service options and intelligent call routing for efficient customer interactions.
- Customer Relationship Management (CRM) Integration:**
Integrate with your CRM system to access customer information and provide personalized support.
- Speech Analytics**
Leverage advanced speech recognition and analysis technologies to gain insights from customer interactions.
- AI and Chatbots:** Implement AI-powered chatbots for quick responses, 24/7 support, and intelligent automation.

Scalability and Flexibility

Scalability:
Our contact center operations are designed to scale seamlessly, allowing us to quickly adapt to accommodate seasonal peaks, product launches, marketing campaigns, or any other scenario that requires increased support. With our scalable solutions, you have the resources you need to deliver exceptional customer service without the burden of excess capacity during slower periods.

Flexibility:
PTS offers customizable staffing models, including dedicated agents, shared resources, and hybrid approaches, allowing you to optimize resource allocation, control costs, and maintain agility in response to changing market dynamics while aligning with your business objectives.

Infrastructure:
Our technology infrastructure enables scalability and flexibility of our services by leveraging advanced cloud-based contact center platforms for quick deployment and easy scalability, utilizing robust workforce management systems to optimize agent scheduling, workload distribution, and performance tracking, and seamlessly integrating with existing systems and technologies for a cohesive and efficient contact center ecosystem.



AT PTS...

we prioritize quality assurance and performance excellence to deliver outstanding contact center operations. We employ rigorous processes and monitor key metrics to ensure exceptional service.

Quality Assurance

We uphold the highest level of service quality by following industry-leading standards and best practices, conducting regular audits and evaluations through our dedicated team, providing constructive feedback for continuous improvement, implementing robust training programs for enhanced agent skills and consistent service delivery, all with the goal of exceeding customer expectations and driving customer satisfaction.

Performance Metrics:

We closely monitor the effectiveness and efficiency of our contact center operations by tracking and measuring key performance metrics. This includes average response time to ensure timely and efficient handling of customer inquiries, monitoring customer satisfaction scores and feedback, striving for high first-call resolution rates to promptly resolve customer issues, and meeting or exceeding service level agreements (SLAs) with clients. Additionally, we provide regular performance reports and analytics to clients, enabling them to gain valuable insights into their contact center operations and make data-driven decisions.